



Geogy V Andrew
P.O.BOX 564, DUBAI
Mob: +97155 8650974
Mail:georen72@gmail.com

Objective

To acquire a position that would optimize my solid years of hands on experience in travel/Service industry emphasizing efficient customer service and relation, providing opportunity for personal growth and career advancement.

Knowledge and Experience in CRM Systems:

Avaya (Oceana, Analytics & Reporting), Verint (WFM), SAP (Billing), CISCO (WFO), Genesys (Email Management), Skywards CRIS.

Achievements

- Awarded *Silver Mabrooq* from SKYWARDS (Emirates) for developing Macros in Mars, which have reduced processing time for rewards and minimize staff errors and/or omissions.
- Awarded *Bronze Mabrooq* from SKYWARDS for attending E-Ticket Course and implementing it in two days.
- Nominated for DEWA EXCELLENCE AWARD in the Category "DISTINGUISHED TEAM- DEWA".
- Appreciation Certificate from DEWA for active participation in Employee Happiness Campaign - October 2015
- Member of the team from CCC which participated in the Audit for DTMC (Dubai the Model Center) Award by Dubai government initiated by H.E Hamdan bin Mohammed Al Maktoum (Crown Prince of Dubai).

Experience:

Cupola Tele-Sales (Dubai Electricity and Water Authority Project) Feb 2022 until Present:

Dubai Electricity and Water Authority- Innovation and Future Department -Customer Care Center:

Mar 2012 until Jan 2022:

Lead Analyst Workforce Management:

- Manage day-to-day operations ensuring customer service objectives and KPI's are met as per standards set by DTMC (Dubai the Model Center), an initiative by Dubai Government. Monitor and Implement customer experience metrics and Key Performance indicators (SQL, CSAT, NPS), FCR, RTA Queue activity etc.) to drive continuous improvement.
- Forecast and schedule roster (Verint WFM System) based on requirements to determine workforce needed to meet fluctuating volumes and staffing demands ensuring resource schedules are managed and call response times acceptable. Created flexible schedules for employees including work-at-home options.
- Manage the efficient maintenance of personnel systems and records for all staff within the Department, such as leave planning, sickness, promotion, performance feedback, disciplinary action, appreciations, attendance exception reporting, performance exception reporting etc., capturing related data on a continuous basis, and developing the same into useable information.
- Managing all aspects of incoming call center operations.
- Meetings with Vendors regarding Upgradation and new requirements for CCC.
- Work Force Management - Update WFM requests in Verint system related to staff activities, Adherence, Swap and generate reports.
- Monitors and responds to Real Time Adherence (RTA), queue activity, and service levels.
- Supervise team of 120+ Agents promoting positive work environment through effective communication, active engagement and hands-on assistance.

Complaints Management:

- Handling Unified e-complaint (Dubai Government unified e-complaint System) based on customer complaints related to Customer Care Center, which requires investigation, suggestions and solution for the same. Deal with demanding customers and escalations as and when required.

Strategies:

- Develop and execute the overall strategy for customer experience, while aligning with the company's vision and objectives.

Quality Management:

- Review agents' conversations across all contact touchpoints (Calls, Email & Chat) to measure teams' performance and track customer support quality as per guidelines and criteria set by DTMC (Attributes set by Dubai government, Dubai The Model Center).

Training and Development:

- Scheduling Training/Coaching for Agents based on performance Report and KPI's set. Supports with performance management and disciplinary processes within the department.
- Conduct on-the-job training sessions to ensure employees understand their roles and responsibilities.
- Analyze customer feedback to identify trends, areas of improvement, and opportunities to enhance their overall experience.

HR department Coordinator:

- HR department Coordinator – Liaise with HR department for all staff related issues like ON/OFF boarding of staff, attendance regularization, Overtime updation for payroll, disciplinary action, leave planning, sickness, promotion, performance feedback, Visa & Insurance renewal etc. Act as the point of contact among executives, employees and higher Management.
- Ensure a seamless onboarding process for new hires, providing Induction training and resources.

Operations and Maintenance:

- Oversee Customer Experience Team, providing leadership, direction, and support. Manage and direct all aspects of call center operations on daily basis
- Develop, manage, and maintain strong relationships with key stakeholders both internally and externally.
- Work closely with internal departments and vendors to ensure effective use of resources.
- Coordinate with IT department for any requirements and replacements of Assets (phone, Monitor, PC.)
- Coordinate with Maintenance department for any issues related to maintenance (AC issues, Cabinets, Chairs, Table etc)
- Managing the maintenance and organization of the office environment. This may include ensuring cleanliness, arranging repairs, and coordinating with Maintenance department

Health & Safety:

- Coordinate with Health & Safety department for emergency drills (excavation procedures).

Admin & EA:

- Office Supplies and Inventory Management: Monitoring and managing office supplies, ensuring availability, and ordering replenishments when necessary. Keeping track of inventory levels and coordinating with vendors.
- Manage Executive Senior Manager's calendars and set up meetings. Take minutes during department meetings. Screen and direct phone calls and distribute correspondence.
- Compose and dispatch routine letters and memos as per Management requirements.
- Supervise and oversee the performance of WFM/ Admin and operations staff.
- Track daily expenses and prepare weekly, monthly or quarterly reports based on Petty Cash. Managed Office inventory by re-stocking supplies and placing purchase orders to Procurement department to maintain adequate stock levels.
- Coordinate meetings and ensure that conference room is ready for in-house meetings. Supported office staff by organizing and scheduling department events and meetings.
- Communicate closely with the Head of Department regarding the needs, concerns, or issues of Staff & office.

Dubai Electricity and Water Authority- Innovation and Future Department -Customer Care Center:

Jan 2007 until Feb 2012: Executive

Quality Management

- Review agents' conversations across all contact touchpoints(Calls, Email & Chat) to measure teams' performance and track customer support quality as per guidelines and criteria set by DUBAI model (Attributes set by Dubai government).
- Handling Unified e-complaint (Dubai Government unified complaint System) based on customer complaints related to CCC, which requires investigation, suggestions and solution for the same.
- Gather and track individuals and team progress.
- Identify lapses in agents' performance and provide constructive feedback for improvement.
- Implement and ensure compliance with the company's policies on customer service quality.
- Prepares and analyzes internal and external quality reports for management staff review.
- Schedule and Implement Training and on Job Coaching for staff.

Email Team Supervisor

- Accomplishes department objectives by supervising staff, organizing and monitoring work processes.
- Accomplishes staff job results by coaching and assigning daily work to employees.

Call Agent /Team Leader

- Assist in the formulation of targets for individuals and teams
- Answer questions from staff and provide guidance and feedback. Anticipate escalation and take over calls when needed.

Emirates Airlines - 01 January 2004 till 28 Jan 2007.

Senior Customer Services Agent-Skywards.

- Handle calls from Gold/Silver/Blue members including reservations, award booking/ticketing and CLP system and program support. Build a one to one relationship with our Gold members, which will result in increased revenue and loyalty.
- Investigate action and respond directly to members via mail, fax, e-mail on inquiries. These including but are not limited to, profile updates, retroactive credit requests, complaint letters, program and partner information. Process requests for collateral material from customers, partners and internal departments.
- Liaison with partners on rejected data, investigating and ensuring member's accounts are accurately updated. Assist partners' front line employees on queries and customer issues.
- Provide a Help Desk system wide to give direction and guidance on system and program issues. This person must be a Subject Matter Expert.
- Responsible for the delivery of a Concierge service for our Gold members, which will assist customers with any request i.e. Service failures worldwide. Post and Pre Trip information, booking events, golf, theatre or arranging for flowers, gifts. This position will be required to maintain and build a liaison with outside service providers.
- Assisting customers with making travel reservations. Provide clear, accurate and timely communication to customers.
- Provide excellent customer service at Skywards Ticket Counter and attend customers for all business transactions and upsell Skyward Miles for Upgrades and ticket bookings by anticipating customer needs.
- Verifying and clearing travel documents (e.g., passports, visas) for customers.
- Resolve customer complaints, guide them, and provide relevant information. Patiently handle customer concerns and complaints regarding any service.
- Explaining travel rules and regulations to customers, including baggage fees, security screenings, and visas requirements.
- Consistently, offered a high level of customer service.
- Liaise with other departments by email and telephone for any reservation related issues.
- Explaining applicable fees and taxes for each ticket

Emirates Airlines: 01 October 1997 until 31 December 2003

Reservation Services agent – Reservation Services, Revenue Optimization

- Clearing reject messages of various types from reject queues,
- Updating MARS with flight departure and arrival movements, as per messages received from Movement Control of base-station as well as outstations. Discrepancies, if any, are sorted out either by using the Core or the Flight Watch systems.
- Liaise with the Emirates network world-wide and authorities concerned for flight disruptions and medical cases
- Liaise with SMNC for planning out re-bookings and flight delays - during disruptions
- Trained junior staff on job procedures and using MARS
- Upgrading passengers according to their upgrade authority, in accordance to the guidelines set by the department.
- To ensure smooth release of PNLs, by correcting passenger name records
- To action, reports sent by the Expert System after receiving PNLs & ADLs from our code-share agreement airlines. In addition, to liaise with these airlines in case of any discrepancy and Update IDS pages as per directions from officers or

Pre-Flight Services

- Carrying out Pre - Flight firming checks for F/ J/ Y classes on the entire network. Reducing No - Show factors and bring about reduction in GDS costs and releasing seats back into the inventory at the earliest.
- Liaising with GDS on PNR basis and retrieve all cancelled Pnrs having HX / UC / NO segments, which are un-actioned by them.

Groups

- Group Seating: To allocate seats to all passengers travelling in groups
- Group Travel Advice: Send telex messages to all respective station advising them about the size of the group, seating & special services.
- Merging PNR: When the inbound and outbound of the same group is booked on two separate PNR, which the agent wants merged into one.
- Co-ordinate with different EK Stations through via e-mails, telex & fax.

Co-ordination with different Departments:

1. Ground Services – Dedicated Check-In, Advance Boarding Passes, Baggage Acceptance on Departure and Arrival, Marhaba.
2. IFS/Cabin Crew – Announcement on Board, Headrest Covers, Meals, Menu printing and Cabin Crew Language.
3. Engineering – Fitting of Headrest Covers.

Hill Country Holiday Resorts India Ltd.: 01 Mar 1995 - Dec 1996

Guest Relations Executive:

- Monitor Housekeeping personnel to ensure rooms, and particularly those of priority members, known repeat guests and other VIP's receive special attention with preferences noted.
- Coordinating and managing travel itineraries including trip agenda, visas, flight bookings, transfers, accommodation, expense reports, and other related tasks.
- Planning and scheduling internal and external meetings, interviews, orientations, and training sessions.
- Sends pre-arrival emails to guests and responds to their queries.
- Record and act on Guest preferences, and handle their messages, requests, questions and concerns
- Oversee the day-to-day operations of the Front Office, maintaining Front Office and brand standards and maximizing the quality level of products and services to achieve the highest guest satisfaction.

QUALIFICATION:

B.com – Kerala University Course Completed Only

Certificate Course in Airline and Travel Agency Management, Fare Construction and Ticketing Course

LANGUAGE PROFICIENCY

English, Hindi, Tamil and Malayalam

Personal Information:

Date of Birth – 20/01/1972

Holder of UAE Driving License.

Visa: Employment / Can be transferred to Spouse Visa if required.